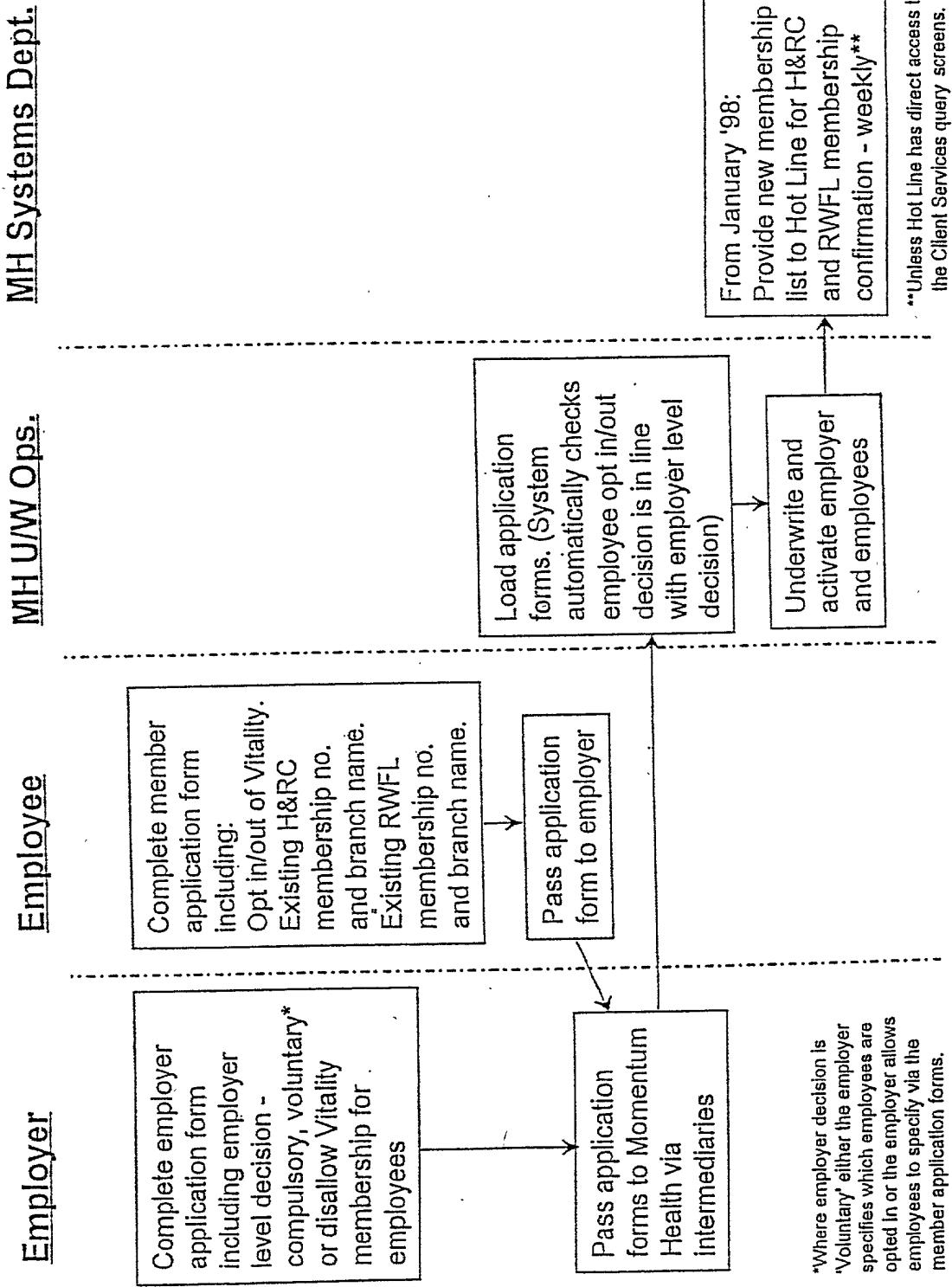


# NEW EMPLOYER JOINS VITALITY

1

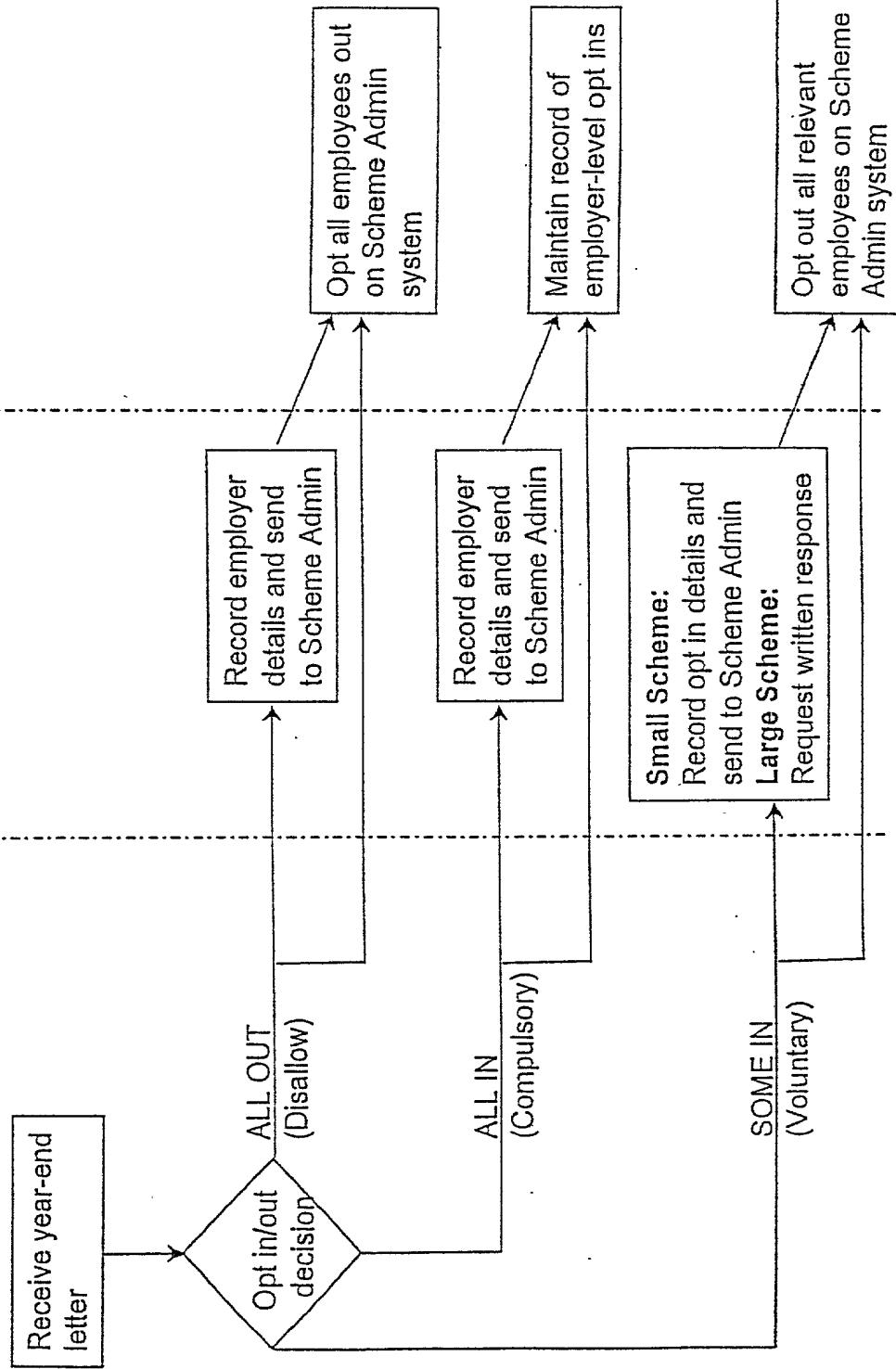


## EMPLOYER OPT OUT / OPT IN PROCESS

Employer

Hot Line

Scheme Admin



## CLAIM VITALITY POINTS FOR EXISTING HRC/RWFL MEMBERSHIP

### Vitality Member

### Hot Line

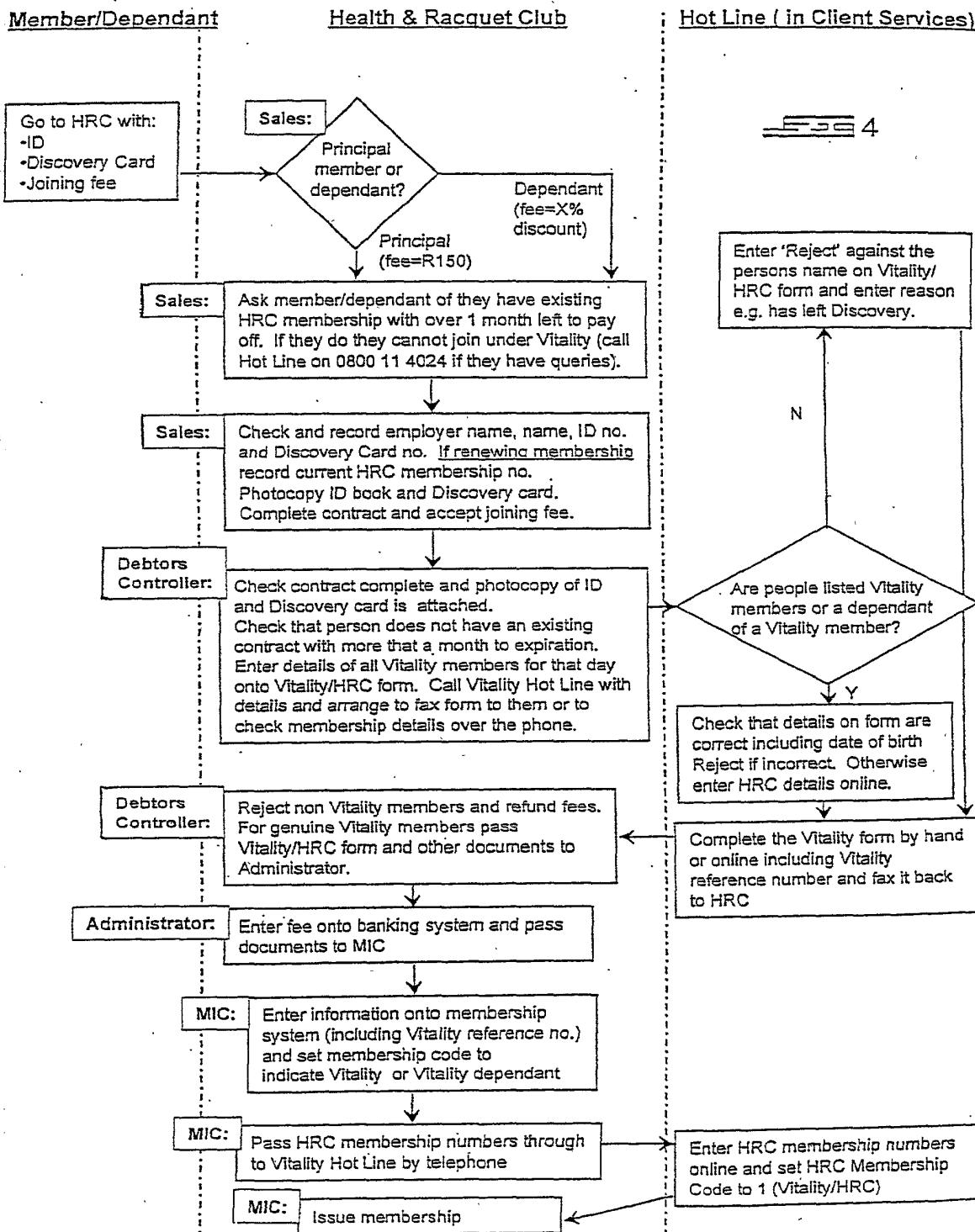
Call Vitality Hot Line to claim points for principal member's existing HRC/RWFL membership and to score points every time principal or dependant visits HRC or RWFL

- Request and record the following:
  - Member name
  - Employer name
  - Member Discovery Card no.
  - Member date of birth
  - HRC/RWFL membership no.
  - HRC/RWFL start date
  - HRC/RWFL branch name
  - Dependents names (if on Discovery)
  - Dependents HRC/RWFL membership nos.

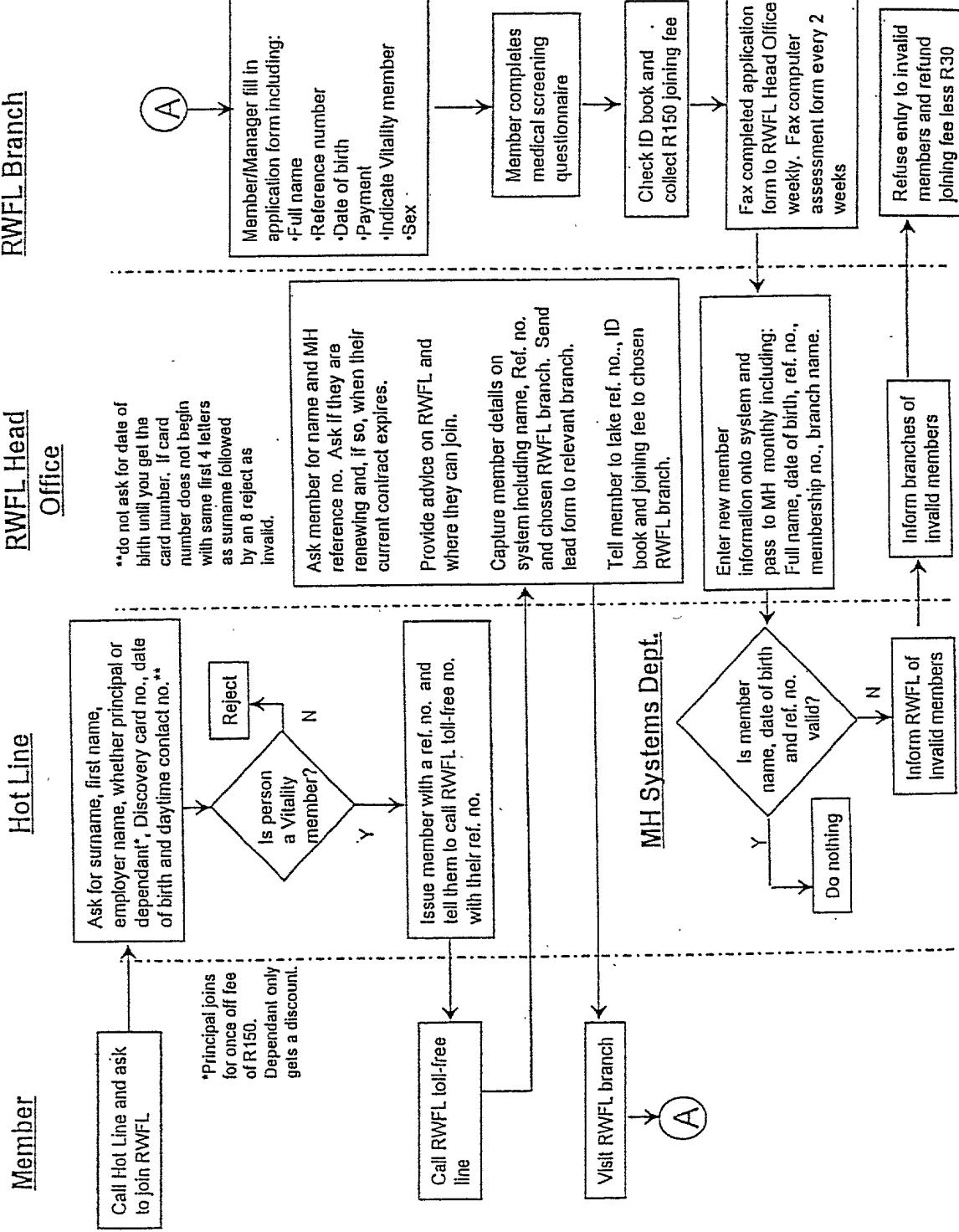
### MH Systems Dept.

- Download Hot Line data onto Vitality points system monthly checking that people are Vitality members or dependants of Vitality members
- Where principal member has existing HRC and/or RWFL membership add score Vitality points against principal member
- Add member and dependants to list of people that HRC/RWFL must record visits for
- Monthly check with HRC/RWFL that membership details are valid

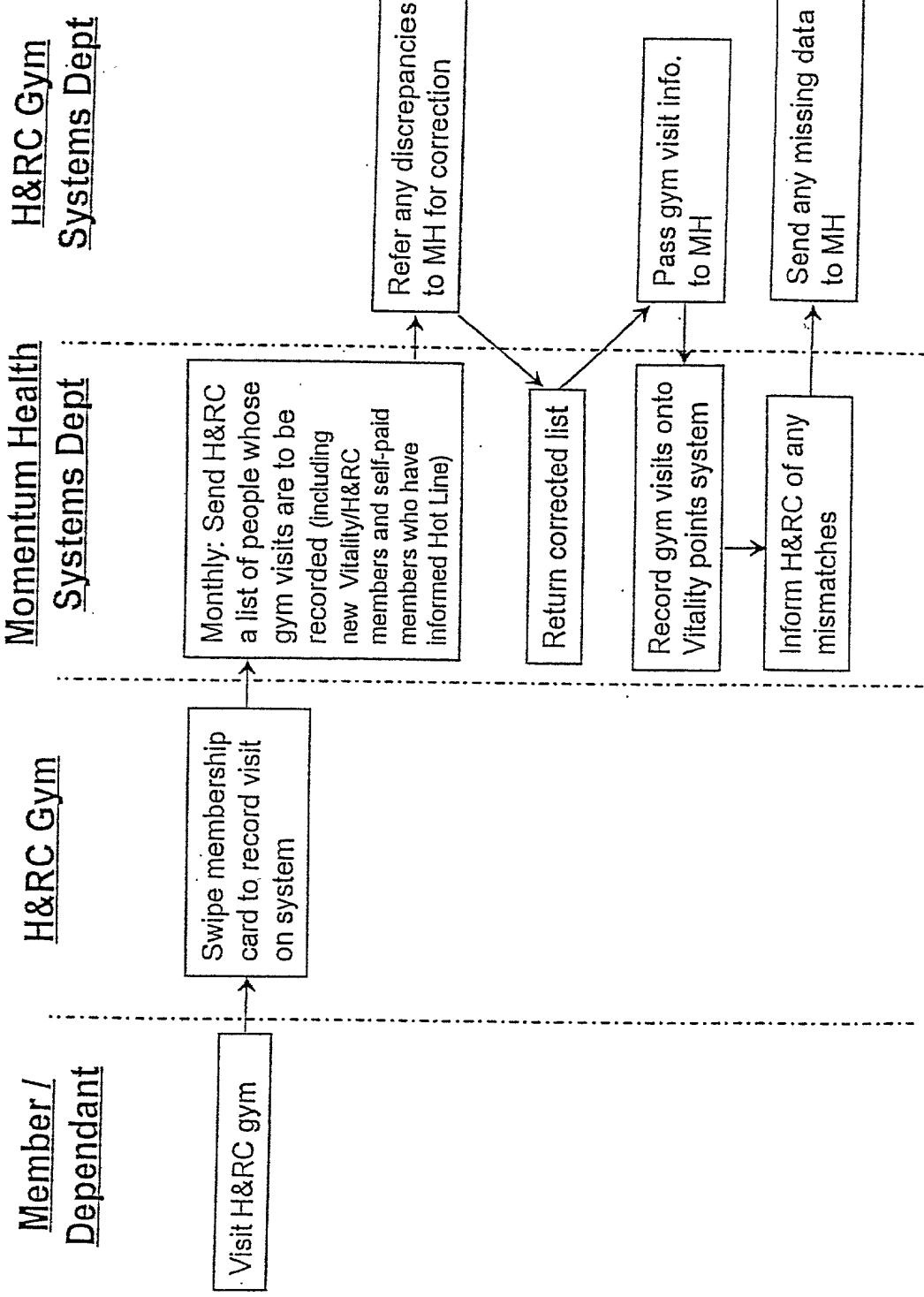
## VITALITY MEMBER/DEPENDANT JOINS HEALTH & RACQUET CLUB



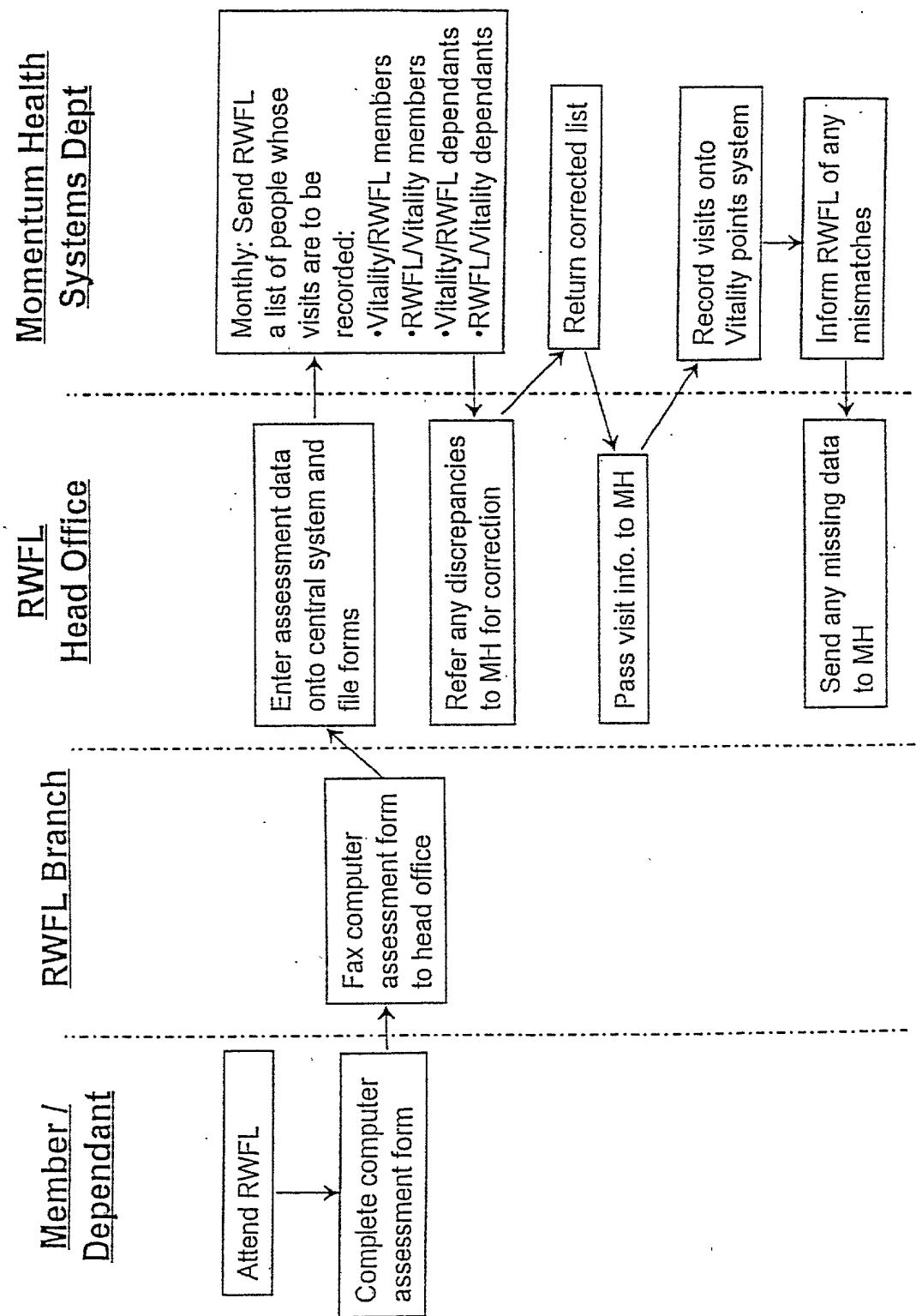
## VITALITY MEMBER JOINS RUN / WALK FOR LIFE



## MEMBER / DEPENDANT VISITS HEALTH & RACQUET CLUB

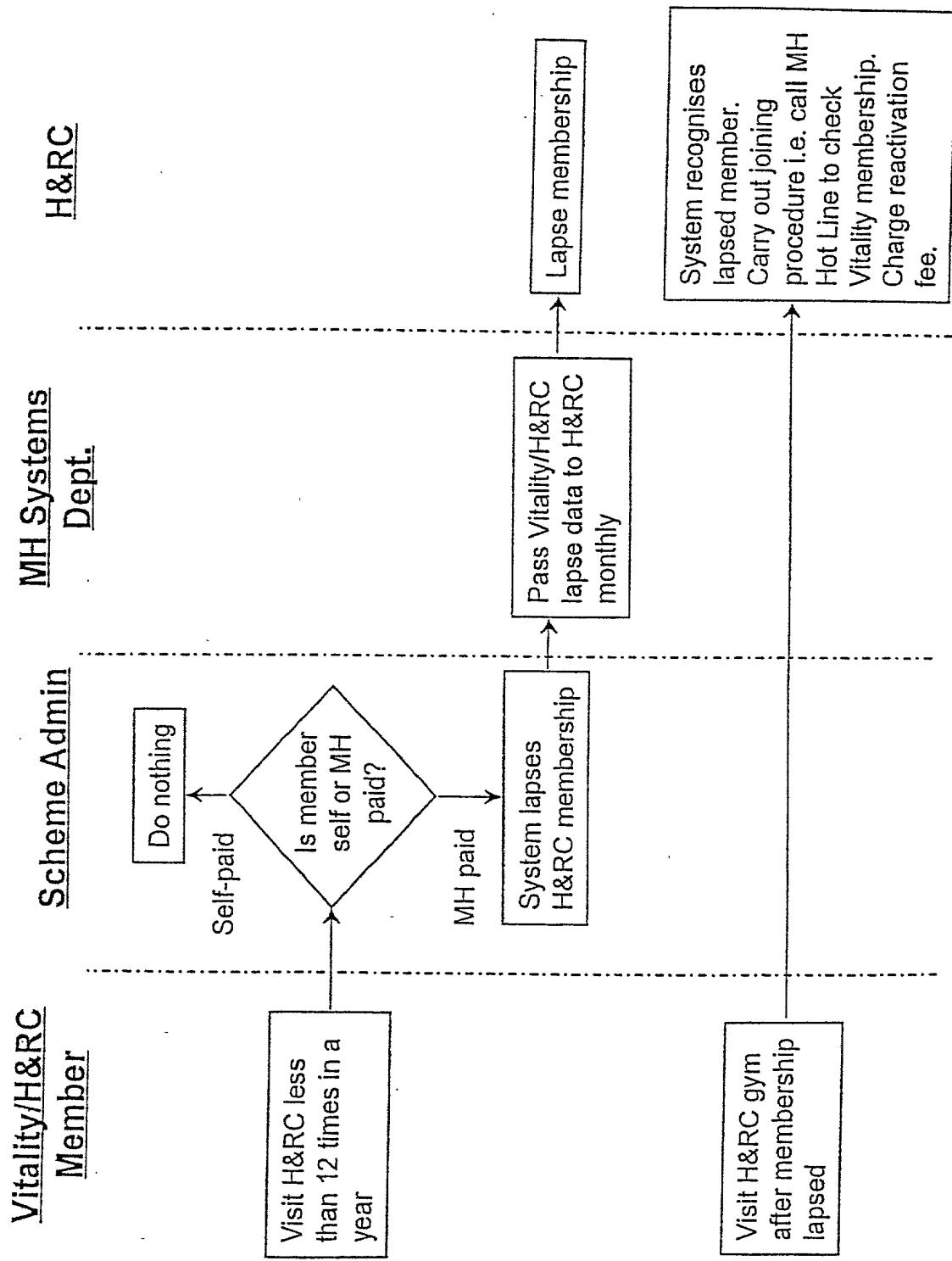


MEMBER / DEPENDANT VISITS RUN / WALK FOR LIFE

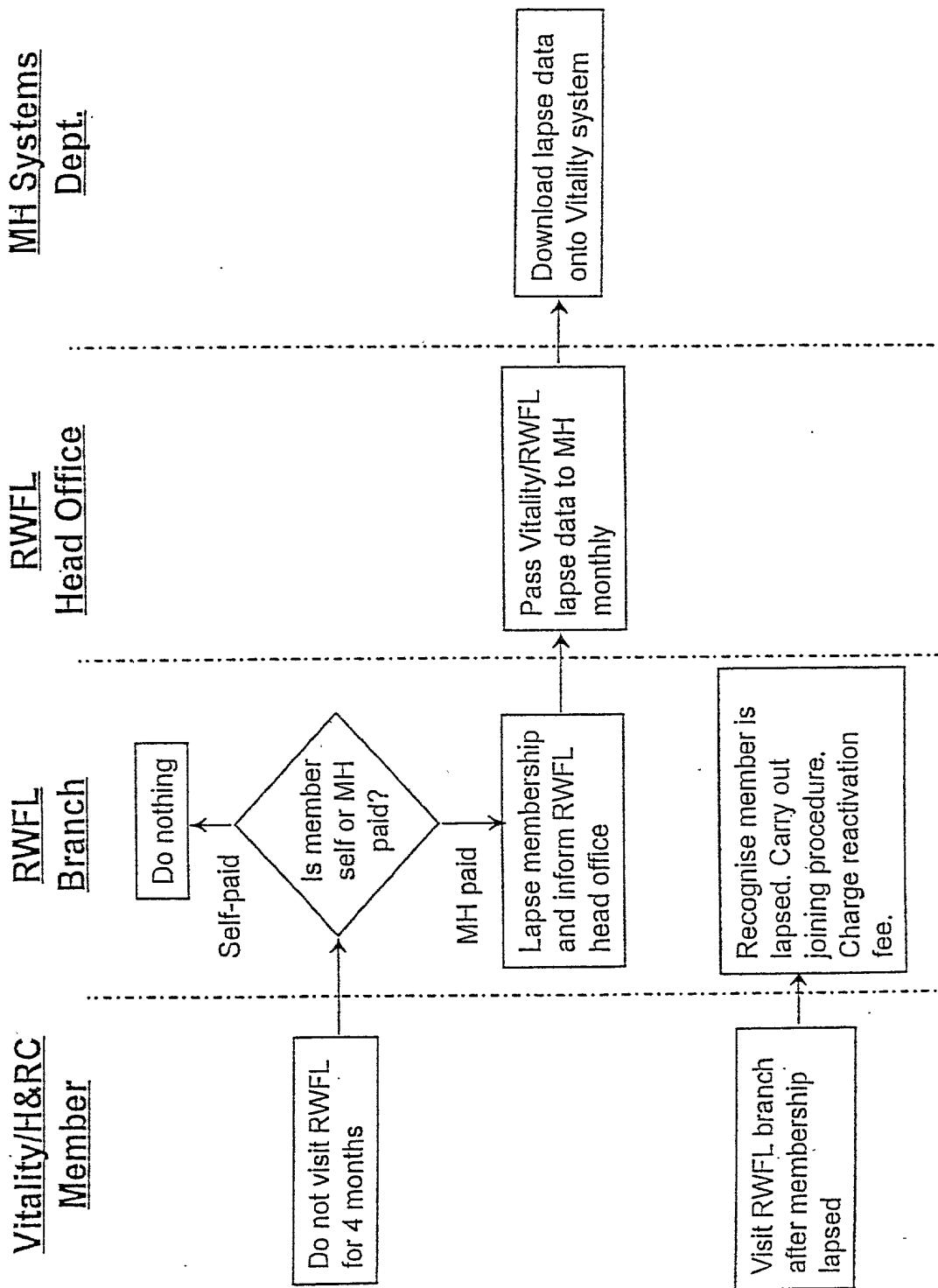


## LAPSE AND REACTIVATE H&RC MEMBERSHIP

8

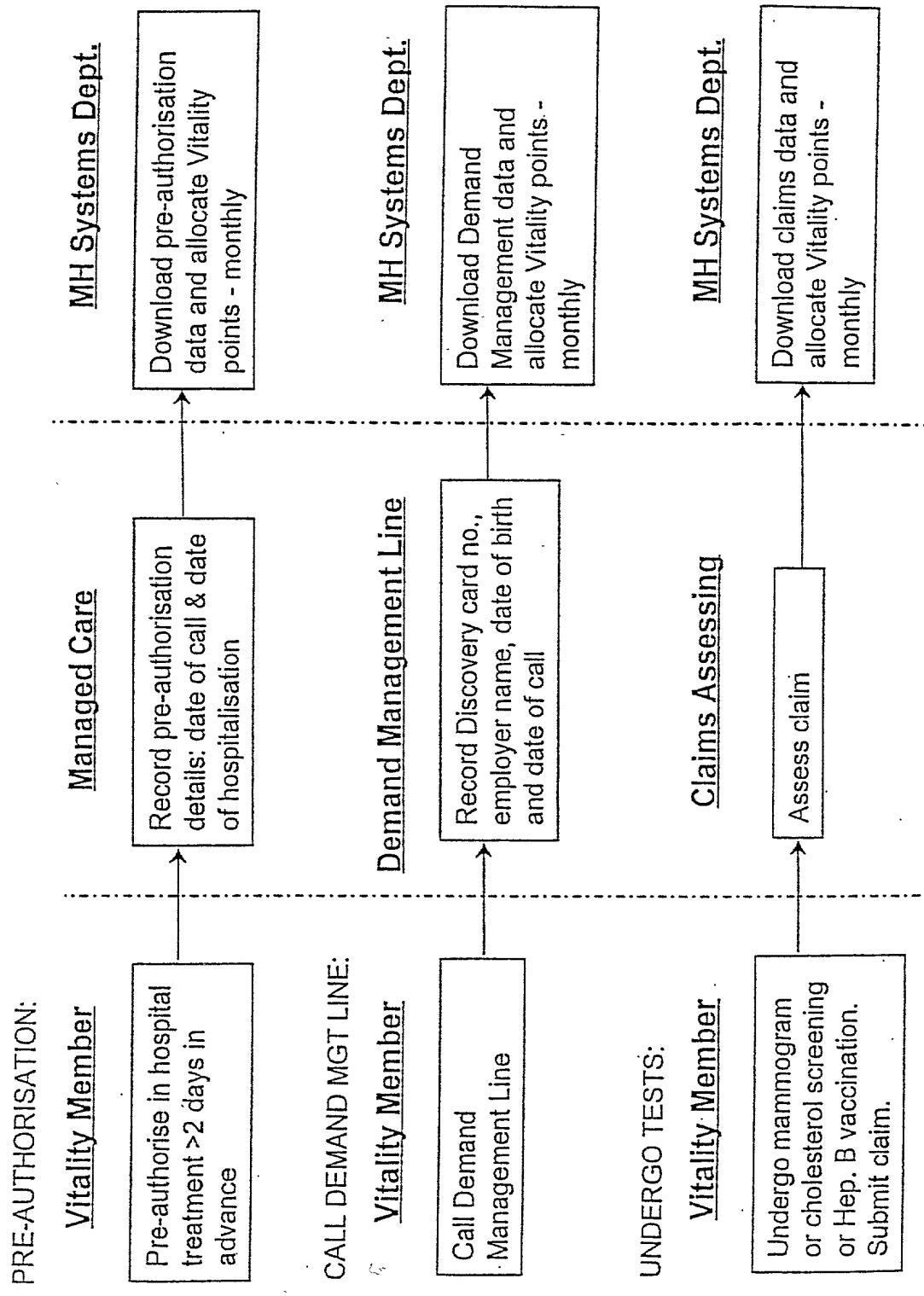


## LAPSE AND REACTIVATE RWFL MEMBERSHIP



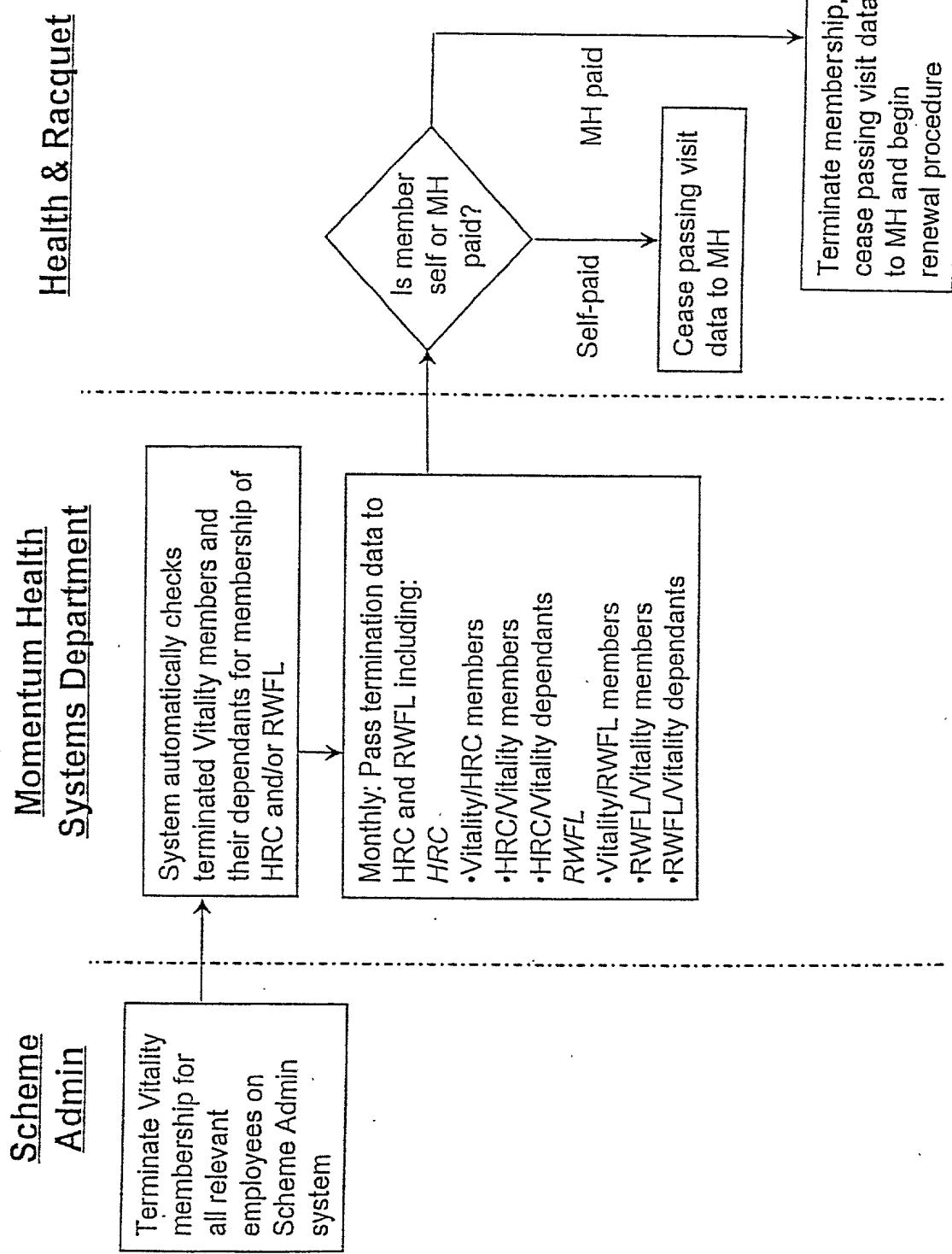
## SCORE VARIOUS VITALITY POINTS

10



# EMPLOYER / EMPLOYEE LEAVES DISCOVERY OR VITALITY

11



## PRINCIPAL MEMBER DIES

